



APPENDIX A: *Troubleshooting RADS*

RADS is the display portion of WDSS that displays the products created by the algorithms and the base data. There are two “processes” or programs that comprise RADS:

- 1) Display process
- 2) Server process

The Display process runs on “RADS” workstation (the machine in the operations area used to look at the data) and the Server process runs on the “algorithm” or RUDDS machine (machine usually not in the operations area that runs the algorithms).

Problem or Symptom	Suggested Solutions
RADS starts correctly but indicates "99:99" in the volume scan display widget:	RADS is unable to find data to display. Check to make sure that algorithms are running properly on the algorithm or RUDDS machine (particularly WDSS Image). Wait for at least ONE complete volume scan.
The volume scan pop-up menu says "no Data" instead of showing a range of available volume scans:	RADS is unable to find data to display. Check to make sure that algorithms are running properly on the algorithm or RUDDS machine (particularly WDSS Image).
RADS or other X applications suddenly change in color: RADS runs with colors missing:	Some X applications will not run properly with RADS due to color table problems. If this occurs, run RADS or the other application at different times. You may have to close both RADS and the other applications then restart RADS first and then the other application



Problem or Symptom	Suggested Solutions
RADS slows in execution dramatically:	<p>You may have another process or application taking up memory, and RADS does not have enough memory to run without resorting to extensive disk swapping.</p> <ol style="list-style-type: none">1. Check your CPU usage statistics and virtual memory information.2. Exit any other applications taking a large amount of memory, as needed.3. Or, if unable to exit the application, stop or kill any of your unneeded processes that are taking up your memory.4. Kill leftover "nxserv" processes. Go to the "algorithm" or RUDDS machine. <p>A) Open a window.</p> <p>B) Make sure no one else is running RADS on other machines.</p> <p>C) Type: ps -ea grep nxserv</p> <p>You will receive output similar to this:</p> <pre>17512 ttyp6 0:00 nxserv 18204 ttyp3 0:00 nxserv</pre> <p>D) The 5 digit number on the left represents the "process Id's" that need to be killed. Run the "kill" command for each "Process Id".</p> <p>EXAMPLE:</p> <pre>Type: kill 17512 Type: kill 18204</pre> <p><i>continued on next page</i></p>



Problem or Symptom

Suggested Solutions

RADS slows in execution dramatically:

E) Type: `ps -ea | grep nxserv` to make sure all the “nxserv” processes have died.

Note: If you kill a process or application, you will probably lose any data that is current or not saved to disk. See your system manager if you have continuous problems with system slowing or memory swapping to disk.

RADS terminates abnormally

You may have stumbled across a bug. Please document in the (WDSS trouble log) as thoroughly as possible what scenario seemed to cause the termination. Include, what products were displayed, what action was being performed, was Auto-update on/off, was the data “canned” or “live”.